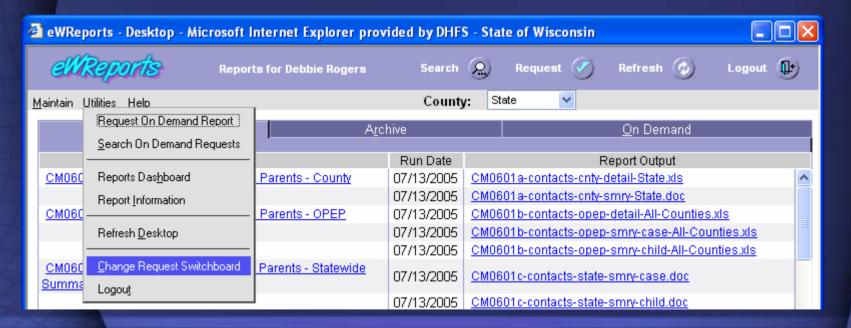
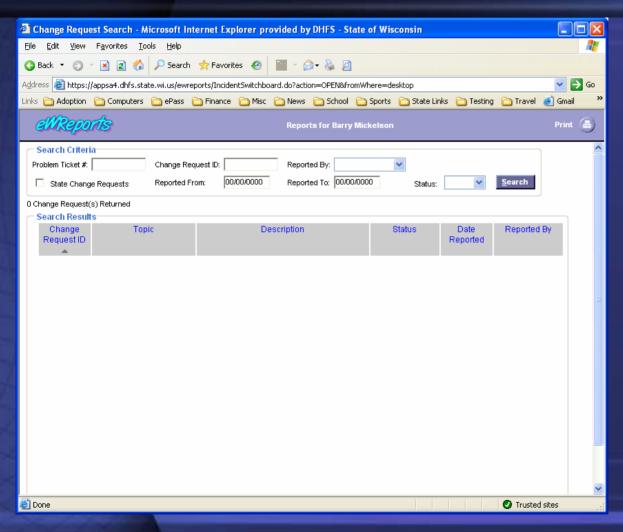
# Change Request Tracker A new tool in eWReports

- What is it?
- When will it be available?
- What requests will be available?
- Where do I find it?
- How do I use it?
- Conclusion

- Change Request Tracker is a tool to obtain more detailed information regarding change requests (bugs & enhancements) called in to the help desk by you or someone in your county
- Change Request Tracker will be available starting May 1<sup>st</sup> with requests that were opened in 2006, and the goal is to have all open requests available by June 1<sup>st</sup>
- Change requests that have a status other than 'Open' will be added as time permits

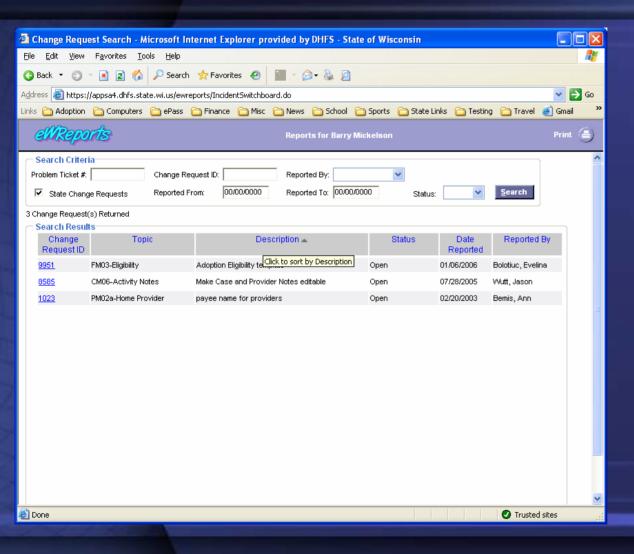
- Change Request Tracker is accessed via eWReports under the Utilities menu
- Utilities > Change Request Tracker





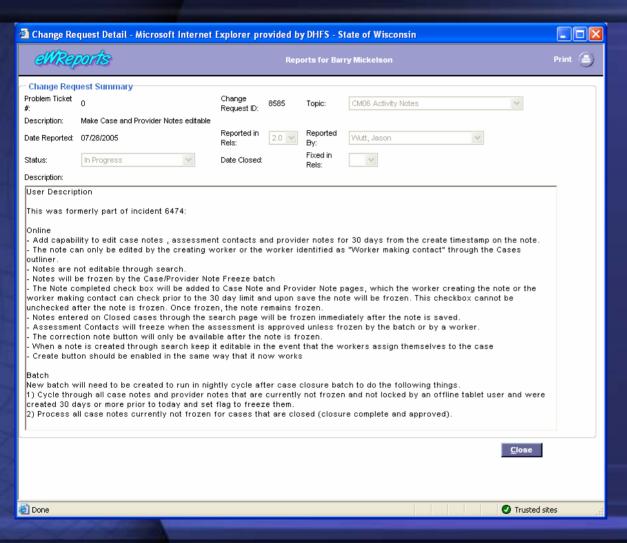
- Search for Change Requests submitted to the Help Desk
- Search by Problem Ticket, Change Request, who Reported, Status, etc.
- Gives more information than current Incident Tracking application

# Change Request Tracking



- Enter Criteria and click Search
- Matching requests are returned in the Search Results
- Change Request ID, Topic, Description, Status, Date Reported, and Reported By are displayed
- Results can be sorted by clicking on column name (i.e. Topic, Status, etc.)

# Change Request Tracking



- Clicking on the Change Request ID opens the Change Request Detail page
- Detailed Description,
  Status, etc... is
  displayed here
- Close button closes the detail page and returns you to the Change Request search page

#### Change Request Tracking

#### Conclusion

- 2006 Requests in 'Open' status available starting May 1<sup>st</sup>
- All requests in 'Open' status targeted to be available by June 1<sup>st</sup>
- Requests with a status other than 'Open' will be added as time permits
- Accessed through eWReports Utilities menu, or via hyperlink on the eWiSACWIS Desktop
- Questions?